GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:472
ANSWERED ON:23.04.2003
COMPLAINTS AGAINST POSTAL DELIVERY
ABDUL RASHID SHAHEEN;MADAN PRASAD JAISWAL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints received in regard to delayed/non-delivery of ordinary-post, registered-post, speed-post and insured-post during the last three years, State-wise;

(b) whether the above said complaints have not been redressed by the Ministry so far;

(c) if so, the reaction of the Government thereto; and

(d) the action taken by the Government for early redressal of these complaints and the punishment of the guilty officials?

Answer

THE MINISTER FOR COMMUNICATIONS & INFORMATION TECHNOLOGY AND DISINVESTMENT (ARUN SHOURIE)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STA QUESTION NO. 472 FOR 23RD APRIL, 2003 REGARDING COMPLAINTS AGAINST POSTAL DELIVERY.

The number of complaints received in regard to delayed/non-delivery of ordinary post, registered post, speed post, and insured post during the year 1999-2000, 2000-2001, 2001-2002 Circle-wise is enclosed. These are a very small fraction of the total quantum handled.

Prompt action is initiated for redressal of the complaints as soon as they are received, and they are continuously monitored till they are settled. On receipt of complaints, simultaneous enquiries are taken up with the office of booking and the office of delivery. Most of the complaints received are settled within the time norms prescribed by the Department. A few cases are delayed due to detailed enquiries taken up to investigate the complaints.

Efforts are being made continuously for early redressal of these grievances and the punishment of those responsible. Some specific steps taken by the Department in this regard are as follows:

(i) Setting up of computerized Customer Care Centres all over the country for on-line processing of complaints.During the 9th Five Year Plan, 230 such computerized Customer Care Centres have been set up.

(ii) Providing the facility of on-line registration of complaint to the customer by accessing our website without visiting the post office.

(iii) Nomination of Public Grievance Officer in the Circle office to monitor web based complaints pending at the website.

(iv) Reduction in time limit for settlement of complaints based on induction of technology and revised procedure of handling complaints.

(v) Electronic Track and Trace System has been implemented for Speed Post wherein a customer can find out the status of his consignment on-line through the internet. All Speed Post centres in the national network have been computerized.

(vi) Installation of Automatic Mail Processing Centres at Mumbai and Chennai for speedier processing of large volume of mail.

(vii) Computerization of Registration Sorting Work and Transit Mail Offices in a phased manner.

(viii) Live Mail Survey at regular intervals and surprise checks on delivery of mails by the supervisory staff and officers.

(ix) Regular monitoring of mail routing and delivery by posting Test Letters/Trial Cards.

(x) Organising special drives for focused management attention to delivery of registered, insured articles from time to time.

(xi) Release of Citizen`s Charter expressing commitments, obligations and service norms to serve the customers better and sensitising the employees about these norms.

(xii) Suitable departmental action is initiated against the erring officials whenever any lapse is noticed by them. During 1999-2000, 2000-2001 and 2001-2002, 937 officials have been awarded various punishments like censure, withholding of increment, recovery from pay, put off duty, removal/dismissal from service, debarring from appearing in departmental examinations etc. depending on the gravity of the offence.

Number of complaints received in regard to delayed/non-delivery of Ordinary Post, Registered Post, Speed Post and Insured Post during the years 1999-2000, 2000-2001 and 2001-02.

Sl.No.	Name of Circle	Ordinary Post Including letter, Parcels & value payable articles			Registered Post			Speed Post			Insured Post		
		1999	2000	2001	1999	2000	2001	1999	2000	2001	1999	2000	2001
		-	-	-	-	-	-	-	-	-	-	-	-
		2000	2001	2002	2000	2001	2002	2000	2001	2002	2000	2001	2002
1.	Assam	39	25	-	1784	1587	1079	137	142	100	20	14	-
2.	A.P.	115	90	100	2186	1620	888	68	74	205	45	31	-
3.	Bihar	640	510	233	2041	2240	2842	257	260		169	142	279
4.	Chhattisgarh		28		240	2716		101		-	-		
5.	Delhi	513	420	619	15079	13070	15047	171	152		-		
6.	Gujarat	509	510	269	731	540	541		-	-		24	
7	Haryana	49	39	16	1558	1418	1293	105	95	21	07	04	-
8.	H.P.	20	20	14	398	314	1133		-				
9.	J&K		01	287	118	480	75	90	64	-	-		
10.	Jharkhand			07		138	523		-	16		19	
11.	Karnataka	1355	1105	905	2499	2280	2249	780	672	959	45	48	03
12.	Kerala	1513	1410	1369	2595	2333	2332	2100	2402	2050	07	05	11
13.	M.P.	210	209	38	4849	4115	1728	422	430	670	19	22	01
14.	Maharashtra	544	578	526	16027	5940	1506	687	596	294	1302	1140	137
15.	North-East	08	09	05	1140	1302	1026	47	45	28	21	20	46
16.	Orissa	29	38	24	818	764	639	160	175	111	01	-	
17.	Punjab	80	71	39	3045	1842	1432	404	410	162	11	14	30
18.	Rajasthan	22	21	62	3939	2104	2619	192	184	1189		-	-
19.	Tamil Nadu	1532	1432	1260	3006	3140	3944	3293	3402	2833	10	08	15
20.	Uttaranchal			02		-	109		24	-		129	
21.	U.P.	766	726	477	15037	13104	13407	1718	1610	1041	142	131	
22.	West Bengal	803	628	567	4934	4432	5442	660	640	1003	546	496	418
23.	APS		01	426	410	389			03				
	Total	8747	7841	6562	82379	63051	63364	11276	11379	10871	2348	2075	1112